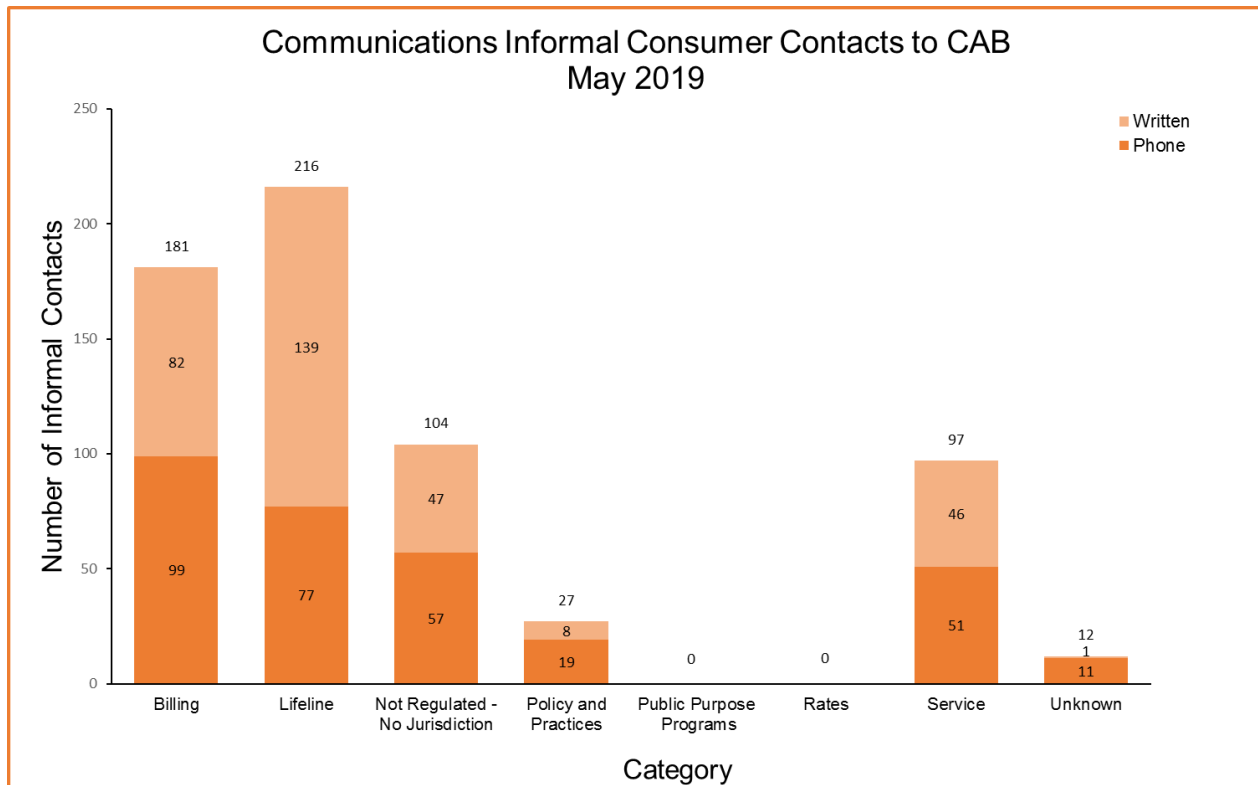


California Public Utilities Commission  
Consumer Affairs Branch

## Communications Industry Informal Consumer Contacts May 2019



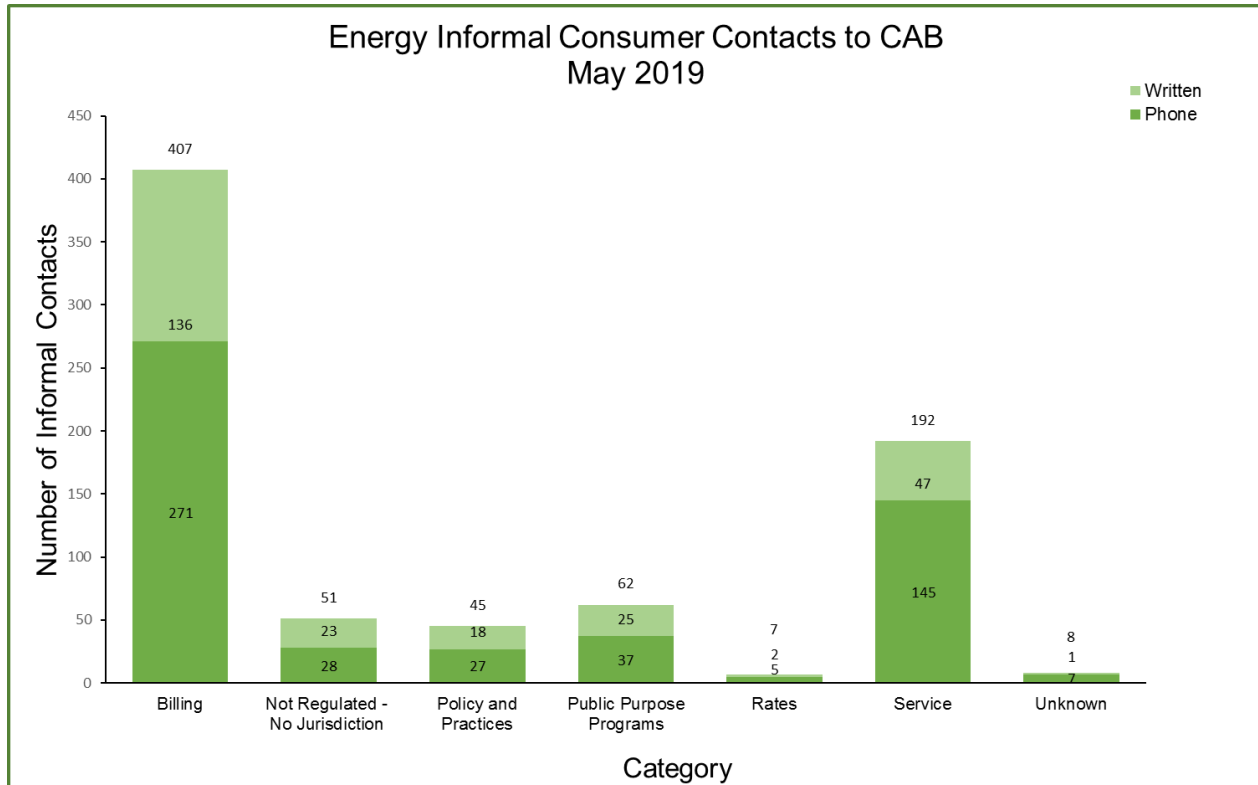
Communications Informal Consumer Contacts to CAB May 2019

Category <sup>1</sup>	Phone	Written	Total	% of Total
<b>Billing</b>	99	82	181	28%
<b>Lifeline</b>	77	139	216	34%
<b>Not Regulated - No Jurisdiction</b>	57	47	104	16%
<b>Policy and Practices</b>	19	8	27	4.2%
<b>Public Purpose Programs</b>	0	0	0	0.0%
<b>Rates</b>	0	0	0	0.0%
<b>Service</b>	51	46	97	15%
<b>Unknown</b>	11	1	12	1.9%
<b>Grand Total</b>	<b>314</b>	<b>323</b>	<b>637</b>	<b>100%</b>

- [Table 1](#) reports the total number of Communications Industry related consumer contacts for the period, presented by both utility company and category
- [Table 2](#) reports the total number of Communications Industry related consumer contacts for the period that require enhanced processing, presented by utility company, category, and subcategory

<sup>1</sup> Categories Definitions can be found [here](#).

California Public Utilities Commission  
Consumer Affairs Branch  
**Energy Industry**  
**Informal Consumer Contacts**  
**May 2019**



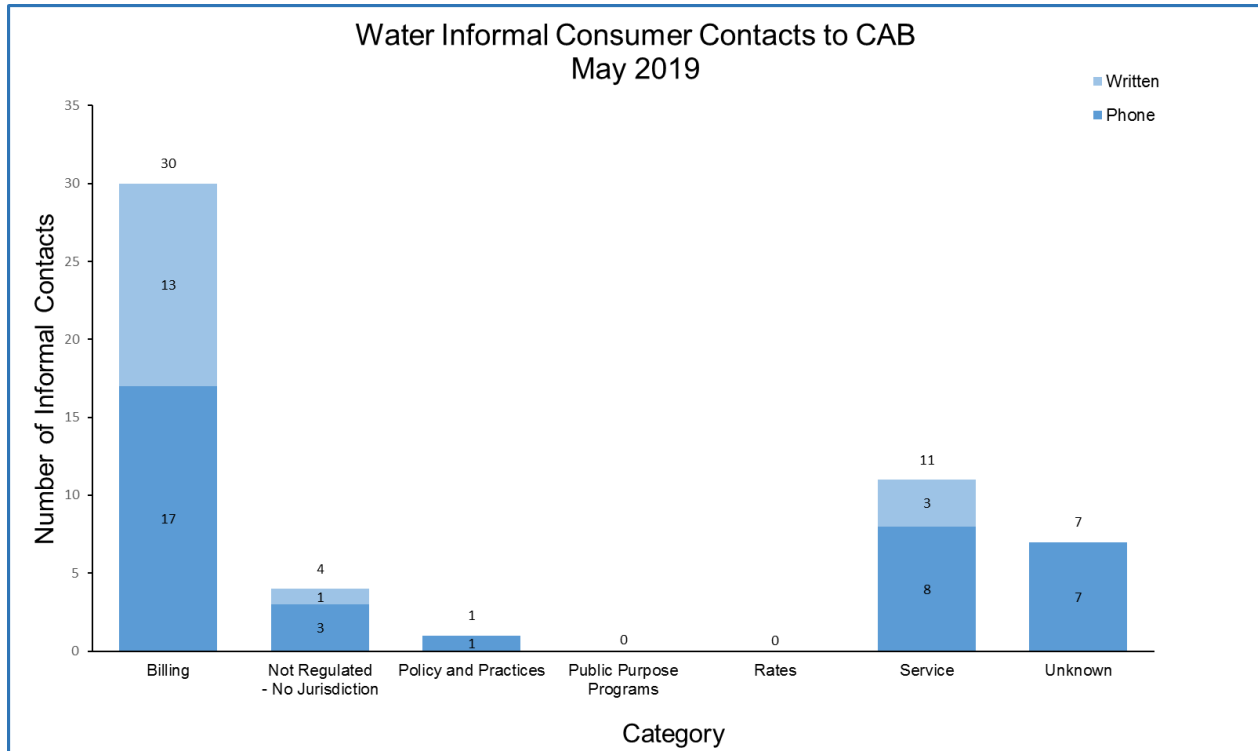
**Energy Informal Consumer Contacts to CAB May 2019**

Category <sup>1</sup>	Phone	Written	Total	% of Total
<b>Billing</b>	271	136	407	53%
<b>Not Regulated - No Jurisdiction</b>	28	23	51	7%
<b>Policy and Practices</b>	27	18	45	6%
<b>Public Purpose Programs</b>	37	25	62	8%
<b>Rates</b>	5	2	7	1%
<b>Service</b>	145	47	192	25%
<b>Unknown</b>	7	1	8	1%
<b>Grand Total</b>	<b>520</b>	<b>252</b>	<b>772</b>	<b>100%</b>

- [Table 1](#) reports the total number of Communications Industry related consumer contacts for the period, presented by both utility company and category
- [Table 2](#) reports the total number of Communications Industry related consumer contacts for the period that require enhanced processing, presented by utility company, category, and subcategory

<sup>1</sup> Categories Definitions can be found [here](#).

California Public Utilities Commission  
Consumer Affairs Branch  
**Water Industry**  
**Informal Consumer Contacts**  
**May 2019**



Water Informal Consumer Contacts to CAB May 2019

Category <sup>1</sup>	Phone	Written	Total	% Total
Billing	17	13	30	57%
Not Regulated - No Jurisdiction	3	1	4	8%
Policy and Practices	1	0	1	2%
Public Purpose Programs	0	0	0	0%
Rates	0	0	0	0%
Service	8	3	11	21%
Unknown	7	0	7	13%
Grand Total	36	17	53	100%

- [Table 1](#) reports the total number of Communications Industry related consumer contacts for the period, presented by both utility company and category
- [Table 2](#) reports the total number of Communications Industry related consumer contacts for the period that require enhanced processing, presented by utility company, category, and subcategory

<sup>1</sup> Categories Definitions can be found [here](#).